



2-1-1 Maine: Top 20 Call Categories

[Androscoggin County](#)

Reporting Period: March 2017

Total Number of Calls: 299

Report Date: 04/13/2017

Heating Assistance	27
Mental Health Services	26
Tax Services	26
Health Care	20
Housing/Shelter	19
Utilities Assistance	18
Legal Services	16
Government Agency - DHHS	13
Substance Abuse Services	12
Law Enforcement Services	8
Transportation	8
Basic Needs - Food	8
Financial Assistance - Rent	7
Aging/Elderly Services	7
Courts	7
Family Support Services	6
Income Support - SSI/SSDI	6
Home Health Care	6
Consumer Assistance Services	6
Municipal Services	6
Financial Assistance - Temporary Aid	5



2-1-1 Maine: Top 20 Call Categories

[Aroostook County](#)

Reporting Period: March 2017

Total Number of Calls: 83

Report Date: 04/13/2017

Heating Assistance	16
Financial Assistance - Temporary Aid	10
Financial Assistance - Rent	8
Basic Needs - Food	7
Mental Health Services	6
Public Health	4
Housing/Shelter	4
Health Care	4
Substance Abuse Services	3
Government Agency - DHHS	3
Tax Services	3
Financial Assistance - Home Maintenance	3
Utilities Assistance	3
Library	2
Financial Assistance - Prescription Assistance	2
Developmental Disabilities	2
Foreclosure Prevention	1
Public Safety	1
Legal Services	1
Family Support Services	1
Snow Removal	1
Aging/Elderly Services	1
Income Support - SSI/SSDI	1



2-1-1 Maine: Top 20 Call Categories

Cumberland County

Reporting Period: March 2017

Total Number of Calls: 1047

Report Date: 04/13/2017

Tax Services	142
Mental Health Services	99
Heating Assistance	89
Health Care	74
Housing/Shelter	65
Substance Abuse Services	49
Utilities Assistance	47
Basic Needs - Food	40
Consumer Assistance Services	33
Legal Services	31
Government Agency - DHHS	29
Transportation	27
Advocacy	25
Law Enforcement Services	22
Health Insurance	21
Dental Care	20
Family Support Services	17
Municipal Services	16
Financial Assistance - Temporary Aid	16
Financial Assistance - Rent	14
Courts	11



2-1-1 Maine: Top 20 Call Categories

Franklin County

Reporting Period: March 2017

Total Number of Calls: 45

Report Date: 04/13/2017

Utilities Assistance	9
Tax Services	6
Substance Abuse Services	5
Public Health	3
Basic Needs - Food	3
Health Care	3
Housing/Shelter	3
Heating Assistance	3
Basic Needs - Clothing	2
Health Insurance	2
Legal Services	2
Government Agency - DHHS	2
Homeless Services	2
Parenting Education/Support	1
Mental Health Services	1
Consumer Assistance Services	1
Developmental Disabilities	1
Municipal Services	1
Elected Officials	1
Financial Assistance - Temporary Aid	1
Domestic Violence Services	1
Deaf Services	1
United States Census Information	1



2-1-1 Maine: Top 20 Call Categories

[Hancock County](#)

Reporting Period: March 2017

Total Number of Calls: 58

Report Date: 04/13/2017

Utilities Assistance	7
Legal Services	7
Housing/Shelter	7
Health Care	7
Tax Services	6
Health Insurance	5
Substance Abuse Services	5
Mental Health Services	4
In-Home Assistance	4
Family Support Services	3
Income Support - SSI/SSDI	3
Veterans' Services	3
Consumer Assistance Services	3
Financial Assistance - Temporary Aid	2
Government Agency - BMV	2
Public Safety	2
Aging/Elderly Services	2
Public Health	1
Mediation Services	1
Child Care	1
Government Agency - OLR	1
Disaster Services	1
Recreational Programs	1

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2-1-1 Maine: Top 20 Call Categories

[Kennebec County](#)

Reporting Period: March 2017

Total Number of Calls: 281

Report Date: 04/13/2017

Heating Assistance	28
Utilities Assistance	21
Housing/Shelter	19
Health Care	19
Substance Abuse Services	17
Tax Services	16
Mental Health Services	14
Government Agency - DHHS	14
Consumer Assistance Services	13
Legal Services	10
Financial Assistance - Temporary Aid	9
Financial Assistance - Rent	9
Homeless Services	9
Basic Needs - Food	8
Transportation	8
Income Support - SSI/SSDI	6
Courts	5
Municipal Services	5
Dental Care	5
Law Enforcement Services	5
Library	5
Health Insurance	5
Veterans' Services	5



2-1-1 Maine: Top 20 Call Categories

[Knox County](#)

Reporting Period: March 2017

Total Number of Calls: 59

Report Date: 04/13/2017

Tax Services	10
Health Care	7
Housing/Shelter	6
Utilities Assistance	5
Mental Health Services	4
Financial Assistance - Rent	4
Heating Assistance	4
Substance Abuse Services	3
Consumer Assistance Services	2
Domestic Violence Services	2
Government Agency - DHHS	2
Mediation Services	1
Volunteering	1
Aging/Elderly Services	1
Financial Assistance - Prescription Assistance	1
Judicial Services	1
Animal Services	1
Public Health	1
Furniture	1
United States Postal Service	1
Government Agency - Attorney General	1
Income Support - SSI/SSDI	1
Government Agency - BMV	1



2-1-1 Maine: Top 20 Call Categories

[Lincoln County](#)

Reporting Period: March 2017

Total Number of Calls: 62

Report Date: 04/13/2017

Heating Assistance	12
Utilities Assistance	10
Substance Abuse Services	6
Housing/Shelter	5
Mental Health Services	4
Health Care	4
Tax Services	4
Legal Services	3
Parenting Education/Support	2
Consumer Assistance Services	2
Financial Assistance - Rent	2
Home Maintenance	2
Health Insurance	2
Municipal Services	1
In-Home Assistance	1
Financial Assistance - Home Maintenance	1
Developmental Disabilities	1
Medical Equipment	1
Financial Assistance - Temporary Aid	1
Respite	1
Support Group Information	1
Income Support - SSI/SSDI	1
Aging/Elderly Services	1



2-1-1 Maine: Top 20 Call Categories

Oxford County

Reporting Period: March 2017

Total Number of Calls: 129

Report Date: 04/13/2017

Heating Assistance	13
Health Care	10
Utilities Assistance	10
Legal Services	9
Tax Services	8
Mental Health Services	8
Consumer Assistance Services	8
Substance Abuse Services	7
Housing/Shelter	7
Family Support Services	6
Transportation	5
Government Agency - DHHS	5
Health Insurance	5
Home Health Care	3
Basic Needs - Food	3
Financial Assistance - Temporary Aid	3
Aging/Elderly Services	3
Elected Officials	2
Medical Equipment	2
Mediation Services	2
Public Safety	2
Disaster Services	2
Government Agency - DOL	2



2-1-1 Maine: Top 20 Call Categories

Penobscot County

Reporting Period: March 2017

Total Number of Calls: 289

Report Date: 04/13/2017

Heating Assistance	54
Basic Needs - Food	23
Mental Health Services	23
Tax Services	23
Utilities Assistance	21
Housing/Shelter	19
Health Care	17
Substance Abuse Services	16
Legal Services	14
Financial Assistance - Rent	10
Advocacy	7
Aging/Elderly Services	7
Dental Care	7
Consumer Assistance Services	6
Health Insurance	6
Developmental Disabilities	6
Family Support Services	6
Transportation	5
Financial Assistance - Temporary Aid	5
Government Agency - DHHS	5
Income Support - SSI/SSDI	4



2-1-1 Maine: Top 20 Call Categories

[Piscataquis County](#)

Reporting Period: March 2017

Total Number of Calls: 26

Report Date: 04/13/2017

Heating Assistance	7
Utilities Assistance	4
Legal Services	3
Health Care	3
Consumer Assistance Services	2
Advocacy	1
Assistive Technology/Equipment	1
Developmental Disabilities	1
Health Insurance	1
Family Support Services	1
Income Support - SSI/SSDI	1
Financial Assistance - Eyeglasses	1
Mental Health Services	1
Substance Abuse Services	1
Adult Protective Services	1
Financial Assistance - Home Maintenance	1
Government Agency - DHHS	1

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2-1-1 Maine: Top 20 Call Categories

Sagadahoc County

Reporting Period: March 2017

Total Number of Calls: 103

Report Date: 04/13/2017

Heating Assistance	13
Tax Services	11
Financial Assistance - Temporary Aid	10
Health Care	8
Utilities Assistance	8
Basic Needs - Food	6
Transportation	5
Substance Abuse Services	5
Mental Health Services	4
Consumer Assistance Services	4
Housing/Shelter	4
Financial Assistance - Rent	4
In-Home Assistance	4
Health Insurance	4
Family Support Services	3
Legal Services	3
Furniture	2
Employment	2
Education/Training	2
Government Agency - DHHS	2
Public Health	2
Developmental Disabilities	2
Income Support - SSI/SSDI	2



2-1-1 Maine: Top 20 Call Categories

[Somerset County](#)

Reporting Period: March 2017

Total Number of Calls: 137

Report Date: 04/13/2017

Heating Assistance	25
Utilities Assistance	12
Housing/Shelter	11
Basic Needs - Food	10
Health Care	10
Mental Health Services	8
Transportation	7
Consumer Assistance Services	6
Homeless Services	6
Tax Services	6
Substance Abuse Services	4
Financial Assistance - Rent	4
Advocacy	4
Animal Services	4
Public Health	3
Basic Needs - Clothing	3
Developmental Disabilities	3
Income Support - SSI/SSDI	3
United States Postal Service	2
Recreational Programs	2
Employment	2
Aging/Elderly Services	2
Financial Assistance - Vehicle Expenses	2

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2-1-1 Maine: Top 20 Call Categories

Waldo County

Reporting Period: March 2017

Total Number of Calls: 77

Report Date: 04/13/2017

Heating Assistance	13
Utilities Assistance	8
Mental Health Services	6
Financial Assistance - Temporary Aid	5
Tax Services	5
Government Agency - DHHS	5
Housing/Shelter	4
Consumer Assistance Services	4
Advocacy	3
Legal Services	3
Health Care	3
Transportation	3
Support Group Information	2
Public Health	2
Municipal Services	2
Aging/Elderly Services	2
Substance Abuse Services	2
Income Support - SSI/SSDI	2
Environmental Services	2
In-Home Assistance	2
Assistive Technology/Equipment	1



2-1-1 Maine: Top 20 Call Categories

Washington County

Reporting Period: March 2017

Total Number of Calls: 64

Report Date: 04/13/2017

Heating Assistance	9
Utilities Assistance	7
Government Agency - DHHS	6
Family Support Services	4
Health Care	4
Financial Assistance - Rent	3
Public Safety	3
Municipal Services	3
Consumer Assistance Services	3
Transportation	3
Basic Needs - Food	3
Judicial Services	3
Financial Assistance - Temporary Aid	2
Legal Services	2
Law Enforcement Services	2
Mental Health Services	2
Financial Assistance - Prescription Assistance	2
Housing/Shelter	2
Salvation Army	1
Courts	1
Tax Services	1
Adult Protective Services	1
Rehabilitation Services	1



2-1-1 Maine: Top 20 Call Categories

York County

Reporting Period: March 2017

Total Number of Calls: 357

Report Date: 04/13/2017

Heating Assistance	37
Housing/Shelter	30
Mental Health Services	28
Legal Services	28
Tax Services	27
Substance Abuse Services	24
Health Care	24
Utilities Assistance	22
Homeless Services	14
Government Agency - DHHS	13
Basic Needs - Food	12
Transportation	9
Financial Assistance - Rent	9
Domestic Violence Services	8
Developmental Disabilities	7
Income Support - SSI/SSDI	7
Aging/Elderly Services	6
Judicial Services	6
Family Support Services	6
Consumer Assistance Services	6
Financial Assistance - Temporary Aid	6
Health Insurance	6
Law Enforcement Services	5